



October 2018
FLSA: NON-EXEMPT
CLASS CODE: 00047

OFFICE COORDINATOR

DEFINITION

Under general supervision, provides a variety of responsible and difficult office support activities to an assigned Court department, which may include data entry and organization, scheduling of staff and contractors, processing of invoices, record keeping, report preparation, and filing; provides information and assistance to the public, officials, Court staff and contractors; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned supervisory or management personnel. Exercises technical or functional lead direction over assigned administrative support staff.

CLASS CHARACTERISTICS

This is the advanced journey-level class in the office support series. Incumbents at this level are capable of utilizing independent judgment while performing the full range of advanced and difficult clerical and office support duties, including assisting in department-related projects and programs. Incumbents are required to develop a thorough understanding of a technical subject matter and perform duties that are unique to the work area or program. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Office Supervisor in that the latter has full supervisory responsibility with more advanced technical and specialized administrative support duties requiring additional training and/or experience.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Performs a wide variety of complex and difficult clerical duties to support departmental or divisional operations, including filing, preparing records and reports, coordinating and maintaining schedules, creating project files, and preparing and processing invoices.
- Maintains accurate and detailed records, verifies accuracy of information, researches discrepancies, and records information.
- Maintains calendars and makes meeting arrangements; schedules appropriate contractors as needed for Court hearings; arranges for necessary set-up and materials to be available at hearings and/or meetings.
- Verifies and reviews forms and reports for completeness and conformance with established regulations and procedures; applies Court and program policies and procedures in determining completeness of applications, records, and files.
- Screens calls, visitors, and incoming mail; directs public to appropriate locations and/or staff; responds to complaints and requests for information; assists in interpreting and applying regulations,

policies, procedures, systems, rules, and precedents in response to inquiries and complaints; directs callers to appropriate Court staff as necessary.

- Composes, types, formats, and proofreads a wide variety of routine and complex reports, letters, documents, spreadsheets, charts, calendars, and memoranda; types from rough drafts, verbal instructions, or transcribing machine recordings; checks drafts for punctuation, spelling, and grammar; suggests corrections.
- Compiles information and data for administrative, statistical, and financial reports; checks data; compiles reports for accounting grant reimbursements.
- Maintains and updates departmental record systems and specialized databases; enters and updates information with departmental activity, inventory files, and report summaries; retrieves information from systems and specialized databases as required.
- Gathers, assembles, updates, and distributes a variety of department or Court specific information, forms, records, agendas, and data as requested; ensures proper filing of copies in departmental or central files.
- Monitors and orders office and other related supplies; assists in preparing, processing, and tracking purchase requisitions for services and materials; receives invoices; prepares requests for payment.
- Acts as a department representative within the Court to relay or obtain relevant information regarding departmental activities.
- May provide functional or technical lead direction to a small clerical unit.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Basic principles of supervision and training.
- Departmental practices and procedures and applicable Court policies.
- Principles and practices of data collection and report preparation.
- Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
- Principles of business letter writing.
- Principles of record-keeping and cash handling.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, contractors, and Court staff.
- Accounting, payroll and billing practices and procedures

Ability to:

- Plan, schedule, assign, procure the services of, and oversee activities of professional court personnel, contractors, and clerical support staff.
- Respond to and effectively prioritize multiple phone calls and other requests for service.
- Interpret and apply administrative and departmental policies and procedures.
- Compose correspondence and reports independently or from brief instructions; maintain records and databases.
- Make accurate arithmetic computations.
- Perform advanced level clerical support work with accuracy, speed, and minimal supervision.
- Understand the organization and operation of the Court and of outside agencies as necessary to assume assigned responsibilities.

- Organize, maintain, and update office database and records systems.
- File materials alphabetically, chronologically, and numerically.
- Schedule and coordinate projects; set priorities; adapt to changing priorities; meet critical time deadlines.
- Enter and retrieve data from a computer with sufficient speed and accuracy to perform assigned work.
- Operate modern office equipment, including computer equipment and word-processing, database, spreadsheet, and graphics software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines in politically sensitive situations.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of twelfth (12th) grade and three (3) years of responsible general office clerical experience.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment..

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.